

ANNEX 2
ESF-2 - COMMUNICATIONS

PRIMARY: SC Budget and Control Board,-Division of Technology Operations

SUPPORT: SC National Guard, SC State Guard, SC Emergency Management Division; SC Department of Natural Resources, Division of Law Enforcement; SC Department of Public Safety; SC Department of Transportation; State Board for Technical and Comprehensive Education; SC Forestry Commission; South Carolina Educational TV Network; SC Law Enforcement Division; Civil Air Patrol; Radio Amateur Civil Emergency Services; Amateur Radio Emergency Service

I. INTRODUCTION

- A. Communications includes information and reports, surveillance of threatening conditions, and 24-hour two-way radio, commercial broadcast capability, telephone/cellular, internet, and satellite monitoring capability.
- B. State assistance under this function consists of the coordination of State and civilian partner organizations/providers for the utilization of equipment and personnel essential to coordinate the operational status of communications systems before, during and after an impending or actual disaster situation.
- C. In the event communications resources become overburdened or destroyed, other communications capabilities will be employed as necessary to augment communications.

II. PURPOSE

Provide a means of defining, specifying, and performing the functions of communication through coordination with appropriate Federal, State, and local agencies/organizations and commercial providers to minimize loss of life and property in the event of an emergency or disaster.

III. CONCEPT OF OPERATIONS

- A. The SC Budget and Control Board (SCB&CB), Division of Technology Operations (DTO) is responsible for coordinating all ESF-2 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-2 Standard Operating Procedures (SOP).
- B. ESF-2 supporting agencies will assist the DTO in the planning and execution of the above.
- C. ESF-2 personnel must be familiar with the corresponding Federal Annexes and Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the structure, organization, functions and

responsibilities of the Incident Management Assist Teams (IMAT) and the Joint Field Office (JFO).

- D. ESF-2 will coordinate with all supporting and other appropriate departments/agencies and organizations to ensure communications readiness and recovery during disasters or other emergency situations.
- E. In the event of an emergency and/or disaster, the ESF-2 will initiate actions appropriate to coordinate support for statewide communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate into a regional or statewide responses.
- F. In coordination with and in support of the Counties, and in coordination with local Emergency Management officials, ESF-2 will assess the situation (both pre- and post-event) and develop strategies to respond to the emergency or event.
- G. South Carolina Emergency Management Division (SCEMD) will coordinate with the ESF-2 to support State and local governments' communication issues or needs.
- H. ESF-2, though supporting State Agencies and commercial partners, will coordinate to support the State/SEOC communications capabilities with other Emergency Operations Centers (EOC), the Federal Emergency Management Agency (FEMA) Region IV, other States, major cities and County Emergency Management organizations.
- I. ESF-2 coordinates with DTO who maintains and coordinates communications agreements and State contracts to provide equipment and systems maintenance that is available on a 24-hour-a-day basis. DTO coordinates the identification of services and maintenance for alternate communications systems for use in the event the existing systems are damaged and rendered inoperable.
- J. Coordinates cyber incident preparedness, response, and recovery activities to identify, analyze, and reduce cyber threats and vulnerabilities.
- K. ESF-2 will participate in State exercises and conduct ESF-2 training and exercises to validate this Annex and supporting SOPs.

IV. ESF ACTIONS

- A. Preparedness
 - 1. Identify public and private communications facilities, equipment, and personnel located throughout South Carolina including emergency communications support capabilities.

2. Coordinate efforts with commercial communications providers to restore services, to include public safety and first responder priorities.
3. Coordinate the acquisition and deployment of communications equipment, personnel and resources to establish or re-establish communications capabilities.
4. Develop and coordinate frequency management plans and talk groups for use in disaster areas.
5. Develop communication strategies for implementation during disasters.
6. Assess pre-event communications needs and develop plans to pre-stage assets for rapid deployment into disaster areas.
7. Develop plans to prioritize the deployment of services based on available resources and critical needs.
8. Plan for operations involving coordination with the Federal Communications Commission (FCC).
9. Coordinate strategies and efforts to respond to cyber security threats during emergencies.
10. In coordination with ESF-24 (Business and Industry), assess anticipated communication related needs (including cyber space security issues) with business and industry partners.
11. Develop and maintain a lists of government employed radio technicians.
12. Develop and maintain a list of state contracted companies to provide communications assistance during emergencies.
13. Ensure procedures are in place to document costs for any potential reimbursement.
14. Designate ESF-2 representatives for the Recovery Task Force.

B. Response

1. Assess communications needs (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to affected areas, as required.
2. Coordinate prioritization and restoration of governmental communications capabilities with communications providers.

3. Maintain communications with appropriate emergency operating services of State, Federal, and local governments.
4. Coordinate frequency management plans and talk groups for use in disaster areas.
5. In coordination with SEOC Operations, assist in the identification of mobile communication resources as required.
6. Coordinate with FEMA for access to communications assets beyond the State's capability.
7. Gather communications damage assessment information from public and private organizations (including telephone/cellular, broadcast and commercial radio stations, and cyber related outages) and provide the information to the Situation Unit in the SEOC and ESF-14 (Initial Recovery and Mitigation).

C. Recovery

1. Coordinate alternate communication systems to augment damaged or inoperative systems.
2. Maintain contact and/or coordinate with:
 - FEMA
 - Other EOCs
 - Federal Regional Response Coordination Centers (RRCC)
 - JFO
 - Disaster Recovery Centers (DRC)
 - Other states, major cities, and County Emergency Management/preparedness organizations, as capabilities allow
3. Gather communications damage assessment information from public and private organizations (including telephone/cellular, broadcast and commercial radio stations, and cyber related outages) and report to Situation Unit in the SEOC and ESF-14 (Initial Recovery and Mitigation).
4. Assess the need for and obtain communications provider support as needed.
5. Coordinate prioritization and restoration of governmental communications capabilities with communications providers.

6. Ensure ESF-2 team members or their agencies maintain appropriate records of costs incurred during the event.
7. Support long-term recovery priorities as identified by the Recovery Task Force.
8. Provide ESF-2 representation on the Recovery Task Force

D. Mitigation

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
2. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments, upon initiation and within review period.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Document matters that may be needed for inclusion in agency or State/Federal briefings, situation reports and action plans.

V. RESPONSIBILITIES

- A. General. ESF-2 support agencies will identify, train, and assign personnel to maintain contact with, upon request provide staff to and/or prepare to execute missions in support of ESF-2 during periods of activation.
- B. SC Budget and Control Board, Division of Technology Operations
 1. Identify, train, and assign personnel to staff ESF-2 in the SEOC.
 2. Coordinate with all supporting and other appropriate departments/agencies and organizations to ensure communications readiness and recovery during disasters or other emergency situations.
 3. Notify ESF-2 supporting agencies upon activation.
 4. Develop resource lists for state-owned communications assets to include availability and points-of-contact for procurement.
 5. Coordinate with government and commercial providers to maintain statewide 24-hour communication support capability.
 6. In the event of an emergency and/or disaster, initiate actions appropriate to support statewide communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate into regional or statewide responses

7. Provide assistance to the Governor's Office's communications systems as requested.
8. Maintain and coordinate communications agreements and State contracts that provide communications equipment and systems (i.e., state voice, video, data and two-way radio systems) with available 24-hour a day service and maintenance.
9. Coordinate the identification of alternate communications systems for use in the event the existing systems are damaged and rendered inoperable.
10. Coordinate frequency management plans and talk groups for use in disaster areas.
11. Coordinate contingency radios, cellular phones, satellite phones, video teleconference, and internet access.
12. In coordination with SCEMD, develop lists of emergency communications vehicles and mobile command vehicles available throughout the state; and procedures.

C. SC National Guard

1. Provide personnel and equipment for point-to-point or mobile satellite communications and Voice Over Internet Protocol (VOIP) support on a 24-hour basis, as required.
2. Provide support to include personnel to transport, install, operate, and maintain communications equipment to maintain 24-hour communications operations.
3. Provide trained personnel to augment communications staff.

D. SC State Guard

Provide personnel and equipment for point-to-point or mobile communications support on a 24-hour basis, as required.

E. SC Emergency Management Division

1. Provide a location in the SEOC Radio Room for Radio Amateur Civil Emergency Services (RACES)/Amateur Radio Emergency Services (ARES).
2. Recruit, train, and designate RACES/ARES operators to operate equipment in support of High-Frequency (HF) teams and the SEOC radio room.

- F. SC Department of Natural Resources, Division of Law Enforcement
 - 1. Provide personnel, radio equipment, and transportation to support communications operations on request, as assets allow.
 - 2. Provide backup communications capability through SCDNR statewide radio communications network, as assets allow.
- G. SC Department of Public Safety
 - 1. Provide personnel, radio equipment and transportation to support communications operations.
 - 2. Provide alternate State Warning Point facilities.
- H. SC Department of Transportation
 - 1. Provide radio technicians, if available.
 - 2. Provide backup communications capability through SCDOT statewide radio communications network.
- I. State Board for Technical and Comprehensive Education

Provide personnel, remote computer connectivity (data and video) through the SC Technical College system, and facilities to support communications operations.
- J. SC Forestry Commission
 - 1. Provide backup communications capability through the SC Forestry Commission statewide radio communications network.
 - 2. Provide radio technicians.
- K. South Carolina Educational TV Network
 - 1. SC Healthcare Emergency Amateur Radio Team (SCHEART) will provide support to the ARES.
 - 2. SCHEART, in coordination with ARES, will help identify, train, and assign ham radio operator and /or radio response teams to provide redundant communication support for State and local healthcare facilities to support state-wide coordinated communications
 - 3. Establish and maintain contact with the SEOC, the SC Department of Health and Environmental Control (SCDHEC), and the South Carolina Hospital Association (SCHA) EOCs during periods of activation to assist

with message distribution, patient movement and the overall reporting process.

4. Provide personnel, facilities, and equipment to support communications operations.

L. SC Law Enforcement Division

1. Provide communications equipment and technicians if resources are available.
2. Provide backup communications capability through SLED statewide radio communications network, as assets allow.
3. Provide alternate National Warning System (NAWAS) capability to include facilities, equipment support and procedures.

M. Civil Air Patrol

1. Provide radio communications assistance.
2. Provide airborne platforms to support State provided repeaters.
3. Provide SEOC radio room operators, when needed.

N. Radio Amateur Civil Emergency Services/Amateur Radio Emergency Services

1. RACES, supported by the ARES, will coordinate high frequency radio capabilities.
2. Provide radio communication assistance.
3. Provide reports from disaster areas.
4. Ensure operators are able to conduct self-sustained operations for periods up to 72 hours.

VI. MEMORANDUMS OF UNDERSTANDING (MOU)

Memorandum of Understanding between the State of South Carolina and the Amateur Radio Emergency Service) (See Annex 1 to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP).

VII. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework, ESF-2 (Communications).

- B. Federal ESF-2 supports the restoration of the communications infrastructure, facilitates the recovery of systems and applications from cyber attacks, and coordinates Federal communications support to response efforts during incidents requiring a coordinated Federal response (hereafter referred to as “incidents”).
- C. Federal ESF-2 provides communications support to Federal, State, tribal, and local governments and first responders when their systems have been impacted, and provide communications and Information Technology (IT) support to the JFO and JFO related field teams.
- D. The National Communications System (NCS) and the National Cyber Security Division (NCSD) work closely to coordinate the Federal ESF-2 response to cyber incidents. This convergence requires increased synchronization of effort and capabilities between the communications and IT sectors to facilitate the Federal ESF-2’s ability to respond to all types of incidents.
- E. The Regional Administrator of FEMA is authorized to establish temporary communications during or in anticipation of an emergency or major disaster and make them available to State and local government officials and other persons deemed appropriate.
- F. For a major disaster, the Federal Coordinating Officer (FCO) will appoint a Federal Emergency Communications Coordinator (FECC). The FECC will deploy to the disaster area as the principal Federal Telecommunications Manager for that area. The FECC coordinates with the State Telecommunications Officer to ensure Federal communications requirements do not conflict with State’s needs.
- G. The FECC will normally deploy to the SEOC as a part of the IMAT and assist in coordinating Federal telecommunications support in the Unified Coordination Group and Staff. On arrival, the FECC will assess the need for mobile and transportable telecommunications equipment and provide assistance to State ESF-2 as required.
- H. Through the Regional Response Coordination Center (RRCC), Federal ESF-2 may request activation of the following Federal resources when commercial or non-commercial communication outages are expected:
 - FEMA National Radio System (FNARS)
 - Shared Resources (SHARES) High Frequency Radio Program
 - Telecommunications Service Priority (TSP)
 - Government Emergency Telecommunications System (GETS)
 - Wireless Priority Service (WPS)
 - National Emergency Coordination Net

- I. Communications provided under the Stafford Act are intended to supplement but not replace normal communications that remain operable after an emergency or major disaster. Such emergency communications will be discontinued immediately when the essential communications needs of the Federal, State, and local officials have been restored.
- J. After use, the Lead Agency coordinates the release of Federal communications resources as soon as commercial, State, and local communications can support the response mission. It is also up to the Lead Agency to maintain a record of all communications support provided.